

CHAPTER 6

MORALE SERVICES, CONFERENCES, AND CEREMONIES

This chapter identifies social service agencies and other agencies that contribute to the morale and welfare of service members and their families. They include the Navy and Marine Corps Relief Society, American Red Cross, United Services Organizations (USO), Navy Wives Organizations, and Armed Forces Hostess Association. Other agencies that assist are the Armed Services Young Men's Christian Association (AS/YMCA), Non-Commissioned Officers Association, Navy Mutual Aid Association, Fleet Reserve Association, National Military Family Association, Navy League of the United States, and federal credit unions.

This chapter also discusses Navy-related facilities that contribute to members' morale such as the family service center (FSC), Navy legal service office (NLSO), Morale, Welfare, and Recreation (MWR) in the Navy, and the United States Naval Home. Furthermore, this chapter discusses conferences and ceremonies and provides information on how to conduct them and who is responsible.

CIVIL AGENCIES

The Chief of Naval Personnel (CHNAVPERS) is responsible for maintaining a relationship with civil agencies, both government and private, whose functions relate to services other than medical for personnel as a result of their naval service and to their family members. Some of the agencies are discussed in this chapter as indicated in the previous paragraphs.

NAVY AND MARINE CORPS RELIEF SOCIETY

The Navy and Marine Corps Relief Society, although closely affiliated with the Navy and Marine Corps and working exclusively with naval and Marine Corps service personnel and their families, is a private charitable organization. All society services are available in times of need to both officer and enlisted personnel of the naval and Marine Corps service, active and retired, their family members, and the families of deceased personnel.

Members of the Coast Guard, Air Force, and Army can also seek assistance through the Navy and Marine Corps Relief Society. The Relief Society contacts the Coast Guard Mutual Assistance in Washington, DC, in case of Coast Guard personnel; the Air Force Aid Society in Arlington, Virginia, in case of Air Force personnel; and the Army Emergency Relief in Alexandria, Virginia, in case of Army personnel. These agencies either approve or disapprove a member's request for assistance and the Navy and Marine Corps Relief Society is reimbursed if assistance is actually provided.

Navy and Marine Corps Relief Society Membership

Active duty personnel, including the Master Chief Petty Officer of the Navy and the Sergeant Major of the Marine Corps, make up nearly half of the membership of the Board of Managers, for the direction of the Relief Society.

Active duty personnel serve as officers of all Navy and Marine Corps relief field activities. They are aided by an advisory board comprised of an active duty officer and senior enlisted leadership and volunteer leaders.

Services Available Through the Navy and Marine Corps Relief Society

The Navy and Marine Corps Relief Society provides such services as gratuities, interest-free loans or a combination of gratuities and loans, counseling, layettes, and visiting nurse services. The Relief Society also operates thrift shops in some field activities and provides children's waiting rooms at some Navy and Marine Corps bases. Contact the nearest Navy and Marine Corps Relief Society for more information on services available at your duty station.

Restrictions on Assistance Provided to Certain Persons

The Navy and Marine Corps Relief Society does not provide assistance to deserters, unauthorized absentees,

or personnel in a disciplinary status as a result of court-martial.

The Navy and Marine Corps Relief Society refers dependents of such individuals who seek assistance to local welfare agencies. While processing the application for welfare the Navy and Marine Corps Relief Society may provide comfort items to prevent hardship.

Application Procedures

Application for assistance is made to any auxiliary, branch, or office of the Navy and Marine Corps Relief Society, or to headquarters, Arlington, Virginia, via the American Red Cross. Relief agencies of the other services can also provide assistance when needed.

Refer to the *Naval Military Personnel Manual* (MILPERSMAN), Article 3450150, for more information on the Navy and Marine Corps Relief Society.

AMERICAN RED CROSS

The American Red Cross is a voluntary health and welfare organization. The organization received its first congressional charter in June 1900 and was reincorporated by an act of Congress on 5 January 1905. Two purposes of the organization relate to activities with the armed forces. As specified by the charter, these purposes are (1) "to furnish volunteer aid to the sick and wounded of the armed forces in time of war . . ." and (2) "to act in matters of voluntary relief and in accord with the military authorities as a medium of communication between the people of the United States of America and their Armed Forces . . ." Additionally, the Red Cross supports and supplements those activities of the military that affect the health, welfare, and morale of military personnel and their families.

While these purposes are specific, the Red Cross is not limited to them. Over the years, as situations and needs have changed, the organization has expanded its activities. Amendments to the Red Cross charter, new federal laws, and military directives give the Red Cross the authority to expand its programs for the benefit of members of the armed forces and their families both in peace and in war.

How Red Cross Receives Funds

While the Red Cross receives a large amount of logistical support from the Department of Defense (DOD) and its branches, the organization is not funded by the federal government, but by voluntary donations

to the United Way and the Combined Federal Campaign (CFC) and by direct contribution where federal fund raising does not exist.

Agencies That Authorize Red Cross to Provide Services to Member-s of the Armed Forces

Red Cross service to members of the armed forces is authorized by the Congress (through Public Law 131, 83d Congress), DOD (through DOD Directive 1330.5), and the various branches of the Military Establishment (through AR 930-5, AFR 211-11, and *American National Red Cross*, SECNAVINST 5760.1C).

How Services Are Provided

Red Cross station managers, their assistants, and approximately 2,900 Red Cross chapters in local civilian communities provide services to members of the armed forces at most of the larger military installations and military hospitals, both in the United States and overseas. Uniformed, trained volunteers offer invaluable assistance. Their service provides a unique arrangement whereby station managers and local chapters cooperate to give assistance on the basis of the needs of the total family, even though family members may be separated.

Services to Military Personnel on Ships at Sea and at Isolated Locations Worldwide

The Red Cross provides service, including emergency health and welfare communications, to service members aboard ships at sea or in remote overseas locations through the emergency communication unit, sometimes called AMCROSS, at Red Cross National Headquarters, Washington, DC. This office sends reports received from Red Cross units in the home communities on serious illness, death, or any other family emergencies, and birth notifications, by rapid communications to the commanding officer (CO) of the ship or of the isolated military unit. The report is then shared with the service member.

If no Red Cross member is assigned, the CO sends requests for reports and replies such as leave decisions directly to AMCROSS, Washington, DC. The Red Cross accepts requests for reports related to emergency leave or emergency leave extension and provides appropriate information to the military headquarters offices. To help station managers expedite delivery of emergency communications, the unit must provide the whereabouts and identification of service members.

Refer to the MILPERSMAN, Article 3450150, and SECNAVINST 5760.1C for more information on the Red Cross.

UNITED SERVICES ORGANIZATION

The USO is a civilian, voluntary, nonprofit organization supported solely by private contributions. For more than five decades, the USO has exclusively served the human needs of military personnel and their families worldwide.

The USO helps our military community adjust to the unique hardships of a transient life-style and promotes strong and lasting relationships between military and host civilian communities around the world.

The USO is not a part of the U.S. Government and receives no direct federal funding. The USO relies on the generosity of the American public for funding through individual and corporate donations, the United Way, and the CFC.

The USO is located worldwide, stretching from the Demilitarized Zone (DMZ) in Korea, to Iceland, and to the Middle East. The USO assists the U.S. Armed Forces through airport centers, fleet centers, family and community centers, orientation and intercultural programs, and celebrity entertainment.

For more information you may contact the USO World Headquarters, 601 Indiana Avenue, NW., Washington, DC 20004, or visit the nearest USO office.

NAVY WIVES ORGANIZATIONS

The valuable contribution made by Navy wives to promote the general welfare of all persons within the Navy community is recognized. Commands should support the establishment and maintenance of a strong and effective wives organization dedicated to enhance the morale and improvement in the quality of life for Navy members and their families.

The Navy Wives Club of America, Incorporated

The Navy Wives Club of America, Incorporated (NWCA) is composed of a board of national officers, five regional presidents, and local clubs at many naval activities throughout the United States and in overseas areas. Membership is open to all the wives of enlisted members of the Navy, Marine Corps, and Coast Guard who are serving on active duty, enlisted men in active

Reserve units of those services, enlisted men in a retired with pay status who have been rated by the Department of Veterans Affairs to be 100 percent disabled, and widows of enlisted men in those services.

The program of the NWCA includes, but is not limited to, the following:

- Volunteer work for Navy and Marine Corps Relief Society, Red Cross, FSCs, and many other organizations
- Aid to needy service and veterans' families
- Visits to naval and veterans' hospitals and service to patients
- Financial contributions to many charitable funds and organizations
- Educational lectures and courses on the Navy, Navy life, rights and benefits, career opportunities, Navy Relief, Red Cross, and personal development skills
- Congenial social programs for the wives and families of enlisted personnel

The Navy Wives Clubs of America Scholarship Foundation provides scholarships for college work and vocational training to dependent children of enlisted members of the Navy, Marine Corps, and Coast Guard. A large part of the clubs' fund raising is for the benefit of this major project.

The Navy Wifeline Association

Founded in 1965, Wifeline is an informational and educational organization comprised of volunteer Navy wives. Wifeline operates as an educational center and provides and fosters a channel of communications primarily for Navy wives and secondarily for naval personnel. The objective of Wifeline is to increase Navy wives' understanding of the Navy's mission and commitments. The Wifeline Association is located in the Washington Navy Yard, Washington, DC 20374.

Refer to the MILPERSMAN, Article 3450200, for more information on Navy wives' organizations and activities.

ARMED FORCES HOSTESS ASSOCIATION

The Armed Forces Hostess Association (AFHA) is an all-volunteer group of military wives representing the Army, Navy, Air Force, Marine Corps, and Coast Guard.

AFHA is recognized by the DOD under the Office of the Secretary of the Army.

The association provides information to families transferring to overseas or continental United States (CONUS) duty stations. Files are kept on military installations worldwide. Information is available on schools, campsites, and tours nationwide. AFHA also provides Welcome Aboard packets for newcomers to the Washington, DC, area and keeps files on consumer issues as well.

The organization offers its services to officer and enlisted personnel of all branches of the uniformed services and to authorized civilian personnel.

To request information, write to Armed Forces Hostess Association, Room 1A736, the Pentagon, Washington, DC 20310-3133.

ARMED SERVICES YOUNG MEN'S CHRISTIAN ASSOCIATION

Today's AS/YMCA programs focus on contemporary needs of young enlisted personnel and their families.

The AS/YMCA offers a broad range of activities and services, including prenatal, birthing, and parenting classes, and counseling or treatment referrals for substance, spouse, or child abuse. The AS/YMCA also provides emergency services such as transportation to medical facilities, commissaries, and base service agencies. Additionally the AS/YMCA is involved with General Educational Development (GED) and English as a Second Language (ESL) classes for foreign dependents and those seeking to complete their secondary education programs to complement services provided by the military.

The AS/YMCA also sponsors many support groups such as Waiting Wives to assist those whose spouses are deployed; Healing Hearts to assist those who have suffered the death of a child; as well as groups to help those with disabled children, those who have recently lost a spouse, or those with other family stress-provoking experiences.

The AS/YMCA is a charitable, nonprofit organization that relies on individual donations and contributions from the United Way and the CFC.

For more information on the services that are available, write to the Armed Services YMCA, Suite 215, 6225 Brandon Ave., Springfield, Virginia 22150-2510.

NON-COMMISSIONED OFFICERS ASSOCIATION

The Non-Commissioned Officers Association (NCOA) was organized to promote and protect the benefits and rights of noncommissioned officers, petty officers, and veterans of all branches of the armed forces, active duty, Reserve, and National Guard. In 1980, an International Auxiliary and a Veterans Division were added to the NCOA. In 1991, an Apprentice Division for service members in paygrades E-1 through E-3 was authorized. The NCOA offers members a wide variety of services, including the following:

- Veterans' employment assistance
- A mini resume computer-assisted matching program to help in job searches
- Scholarships to children and spouses of NCOA members
- Medical trust fund to offset major medical costs
- Health, life, and property insurance; supplemental Civilian Health and Medical Program of the Uniformed Services (CHAMPUS) insurance
- Community awareness programs such as special olympics and voter registration drives

The NCOA also actively lobbies Congress on matters affecting the military and veteran communities. The NCOA has four categories of membership—Regular Division, Veterans Division, Associate Division, and International Auxiliary.

Membership in the International Auxiliary of the NCOA is open to spouses of active duty members in paygrades E-1 through E-9, other family members 18 years of age or older and living in the service member's household, and former spouses of armed forces personnel. There is an annual membership fee.

Widows or widowers of former members, or of persons who would have been eligible for membership in the Regular or Veterans Divisions, can join the Associate Division. There is annual fee.

For more information about membership or benefits, write to the Non-Commissioned Officers Association, P.O. Box 33610, San Antonio, Texas 78265.

NAVY MUTUAL AID ASSOCIATION

The Navy Mutual Aid Association is a nonprofit, tax-exempt, voluntary membership association of sea service personnel. Although family members cannot join the association, Navy Mutual Aid directly benefits them by providing substantial monetary sums through low-cost insurance plans to designated survivors of members.

It maintains facilities and staff at the Navy Annex in Washington, DC, to help families of deceased members secure federal benefits and allowances to which they are entitled and to settle insurance claims for all other insurers. In case of an unfavorable decision by the Department of Veterans Affairs against a member's survivors, Navy Mutual Aid will provide an accredited representative to assist in an appeal and follow through until an equitable decision has been made.

The association provides secure storage space at its headquarters for the safekeeping of vital personal documents for ready reference by members and to facilitate the processing of survivor claims. Other than the cost of membership insurance plans, there is no additional charge for services or representation made by the association for the member or family.

Officers and enlisted personnel, Regular or Reserve, of the Navy, Marine Corps, and Coast Guard, and officers of the U.S. Public Health Service and National Oceanic and Atmospheric Administration may apply for membership at any time while serving on active duty. Membership privileges are not affected by subsequent separation or retirement from active duty.

For further information, write to Navy Mutual Aid Association, Arlington Annex, Room G-070, Washington, DC 20370-0001.

FLEET RESERVE ASSOCIATION

The Fleet Reserve Association (FRA) was born out of the need for an organization to protect the pay and benefits of enlisted personnel. The founders of the FRA were the first enlisted men ever to testify before a congressional committee. For decades, the FRA has continued its mission to protect the pay, benefits, and entitlement of sea service personnel and their families on Capitol Hill. The FRA also helps with individual career problems by maintaining close liaison with the DOD, service headquarters, and other government departments and agencies.

The FRA continues to move forward with initiatives that provide information, recognition, and support for

active duty personnel and their families. Through a legislative seminar program conducted on board ships and at military bases across the country, the FRA stresses the importance of staying informed on the issues, voting, writing to elected officials, and the value of grass roots lobbying efforts. The FRAs Sound Off to Congress program is a forum for active duty personnel, ombudsmen, and spouses to voice their needs and concerns to Congress, military leaders, and DOD officials.

The association publishes a free monthly magazine, *On Watch*, that focuses on active duty legislative issues, career information and policies, and items of interest to families. Each issue includes messages from each of the senior enlisted representatives of the sea service and interviews with other key military leaders and ombudsmen.

Membership in the FRA is open to active duty, Reserve, and retired enlisted personnel of the U.S. Navy, Marine Corps, and Coast Guard. Commissioned officers of the sea services with 1 day of prior enlisted service are also eligible for membership. Spouses may join the FRA's Ladies Auxiliary.

For more information on the FRA, write to 125 N. West Street, Alexandria, Virginia 22314-2754.

THE NATIONAL MILITARY FAMILY ASSOCIATION

The National Military Family Association (NMFA) is a volunteer, nonpartisan, nonprofit organization that educates military families about their rights and benefits and monitors policies to improve their quality of life. The NMFA also informs policy makers in Congress and the DOD about the unique aspects of military life and the needs of military families.

The NMFA has representatives in military communities around the world. These representatives directly link military families with association volunteers in Washington, DC. The NMFA issues include health care, spouse employment, relocation, housing, education, child care, retirement, survivor benefits, and compensation of permanent change of station (PCS) moves.

Association membership is open to active duty, Reserve component, and retired military personnel and family members of all uniformed services. There is a yearly membership fee.

For more information write to the National Military Family Association, 6000 Stevenson Ave., Suite 304, Alexandria, Virginia 22304.

NAVY LEAGUE OF THE UNITED STATES

The Navy League supports U.S. capability to maintain a strong and viable Navy, Marine Corps, Coast Guard, and merchant marine.

It also offers members benefits and services on national and local levels, conducts national educational programs in support of the maritime force, and monitors legislation and funding for the sea services.

The Navy League also helps sea service families through family awareness programs, works with maritime service recruiters, and sponsors two cadet programs for youth: the Naval Sea Cadet Corps and the Navy League Cadet Corps.

Local councils of the Navy League may support families of service members with legal and financial aid in times of need and offer help in securing employment and housing.

To be eligible for membership in the Navy League, you must be a U.S. citizen and not on active duty with the armed forces.

For more information write to the Navy League of the United States, 2300 Wilson Blvd., Arlington, Virginia 22201-3308.

FEDERAL CREDIT UNIONS

Federal credit unions are credit cooperatives formed by organized groups of people with a common bond who, in effect, save their money together and make low-cost loans to each other. The loans are usually short-term consumer loans, mainly for automobiles, household needs, medical debts, and emergencies.

Credit unions operate under government charter and supervision. Credit unions serve only their members. For example Navy Federal Credit Union (NFCU) receives its charter-its authorization to operate-from the National Credit Union Administration, the federal regulatory agency responsible for carrying out the provisions of the Federal Credit Union Act. That charter states who is eligible for membership in the NFCU. Each of the nearly 10,000 federal credit unions has such a charter. Civilian credit unions have similar charters granted by the states in which they operate.

Visit or call the nearest credit union for more information on services provided and membership eligibility.

NAVY-RELATED FACILITIES

The Navy today more than ever recognizes the importance of the Navy family. By taking care of its own through the various programs it has, the Navy has been able to increase the morale of both the members and their dependents. Some of the programs available to help Navy members and their dependents are discussed in the following paragraphs.

FAMILY SERVICE CENTER

Navy personnel make career decisions based on family issues and their quality of life. A significant correlation exists between quality of life programs, spouse satisfaction, and recruitment and retention of qualified people on the one hand, and the discipline, morale, and readiness of our forces on the other. Thus, the overall mission of the FSC is to improve Navy awareness of and access to reliable and useful information, resources, and services that support and enrich the lives of Navy and Marine Corps personnel and their families.

Basic Functions of the Family Service Center

The FSC provides eligible persons with information and referrals by telephone, face-to-face contact, visual and printed media, and electronic data transmission. This is done in a warm and caring manner. These services require communication with the professional staff at the FSC and with external resources to maintain current information and referral points of contact.

The FSC provides programs, workshops, general military training (GMT), and briefings on personal and family enrichment that promote effective on-the-job performance and enable people to achieve a more satisfying life; development of knowledge and skills that help people deal effectively with issues before they become problems; and skills training for command personnel and representatives to support command quality of life initiatives.

The FSC also performs interviews to collect information and make assessments of client needs. This may include testing and taking of a case history. The FSC determines whether to help the individual or family at the FSC for short-term supportive or other counseling or to make a referral to an external resource. All

counselors have master's degrees or above and have a state license.

Core Programs and Program Elements

The FSC provides personnel with information to effectively meet the challenges of Navy life; enrich their lives by furthering personal growth and effective relationships; enhance knowledge and skills for everyday living; and develop knowledge and skills that help people deal with difficult situations before they become major problems. The core skills for living program elements are stress management, suicide prevention, financial education, personal enrichment, and family enrichment.

The FSC also provides relocation assistance, has a deployment support program, provides spouse employment assistance, and has a special needs program that includes family advocacy, exceptional family member, single parent families, foreign-born spouses, dual-career military families, and so on. The FSC also assists all retired military and their dependents in such areas as survivor benefit plans, retired rights and benefits, and widows' outreach and assistance. For more information visit the nearest FSC.

NAVY LEGAL SERVICE OFFICE

Although military justice is the primary concern of the NLSO, the Navy also recognized that members and their families face legal problems. The Navy has a sense of responsibility to provide legal assistance and advice to members and their dependents at no cost. This is done through the NLSO.

Some of the services that the NLSO provides are notarizations, powers of attorney, wills, counseling on sales contracts matters, counseling on debtor and creditor matters, child custody assistance, immigration, naturalization and citizenship counseling, lease preparation, counseling on repair work disputes, divorce and separation counseling, and more. Contact the nearest NLSO for more information on services available.

MORALE, WELFARE, AND RECREATION IN THE NAVY

MWR services are essential to the effective functioning of the Navy. Commands must authorize resources to provide and manage such services. The chain of command is responsible for the management,

control, fiscal oversight, and review of MWR programs under its command.

The availability of adequate facilities is essential to providing high-quality MWR services. The chain of command must exercise overall control of the size and scope of MWR programs.

The MWR program provides a variety of services to service members and their families at bases throughout the world. Some of the MWR services include operating fitness centers, recreational parks, child development centers, auto hobby shops, and wood hobby shops. The MWR program also operates information, tickets, and tours (ITT) offices; swimming pools; game rooms; bowling centers; snack bars; and catering services for special occasions such as weddings, retirements, receptions, banquets, birthdays, and balls. The MWR program is also responsible for the operation of cashiers' cages and libraries. Keep in mind that some of these services are not available at all MWR centers. The availability of MWR services for ships and/or deployable units depends on resources and space.

UNITED STATES NAVAL HOME

The United States Naval Home was moved to Gulfport, Mississippi, in 1976 from Philadelphia, Pennsylvania, where it was first established in 1833.

The 1990 legislation incorporated the Naval Home and the Soldiers' and Airmen's Home into an independent establishment in the Executive Branch of the Federal Government known as the Armed Forces Retirement Home. Each facility of the retirement home is maintained as a separate establishment of the retirement home for administrative purposes and is operated by a director under the overall supervision of the Armed Forces Retirement Home Board.

Persons eligible for residency are those who served as members of the armed forces, at least one-half of whose service was not active commissioned service (other than as a warrant officer or limited duty officer).

Category 1 consists of persons who are 60 years of age or over, and persons who were discharged or released from service in the armed forces under honorable conditions after 20 or more years of active service.

Category 2 consists of persons who are determined under rules prescribed by the Retirement Home Board to be incapable of earning a livelihood because of a service-connected disability incurred in the line of duty in the armed forces.

Category 3 consists of persons who served in a war theater while war was declared by Congress or were eligible for hostile fire special pay under section 310 or title 37, *United States Code*; persons who were discharged or released from service in the armed forces under honorable conditions; and persons who are determined under rules prescribed by the Retirement Home Board to be incapable of earning a livelihood because of injuries, disease, or disability.

Category 4 consists of persons who served in a women's component of the armed forces before enactment of the Women's Armed Services Act of 1948, and persons who are determined under rules prescribed by the Retirement Home Board to be eligible for admission because of compelling personal circumstances.

Coast Guard veterans who had service during wartime while the Coast Guard was operated as part of the Navy are also eligible for admission.

The eligibility of active-status reservists for residency at the Naval Home falls into category 3. Active duty is defined, in part, as full-time duty in the active military service of the United States. Such full-time duty includes the annual training (AT) (formerly ACDUTRA) that military reservists must fulfill. It does not, however, include Reserve inactive-duty training that is commonly known as Reserve drills, as well as the years spent as a drilling reservist; the key is active duty time only.

FEES PAID BY RESIDENTS

The Naval Home collects from each resident a monthly fee for residency. The fee is a percentage of federal payment made to a resident. A person who becomes a resident of the Naval Home must pay a monthly fee that is equal to 25 percent of federal payments made to the resident.

Although residents must be self-sufficient, mentally and physically, at time of admission, they are provided for by the Naval Home thereafter either in the Home's limited medical care facility or, if more extensive care or treatment is required, at the nearby Keesler Air Force Base or the Department of Veterans Affairs Hospital in Biloxi, Mississippi (if eligible and when available). An active duty operated dental clinic is also available at the Naval Home. Naval Home residents are solely responsible for any medical care required beyond the capability of the Home.

Enlisted personnel, chief warrant officers, and limited duty officers contribute a portion of their pay each month to the Naval Home. The amount contributed is shown in the Leave and Earning Statement (LES) as a Navy Home assessment deduction. This amount is automatically deducted by the Defense Finance and Accounting Service (DFAS) - Cleveland Center, Cleveland, Ohio.

FINANCIAL RESPONSIBILITY FOR MEDICAL CARE

There is no charge for medical care given at the Naval Home medical care facility by staff medical or dental personnel. Residents pay for care received from other medical facilities. Residents maintain medical insurance to cover medical care if military or veteran's medical facilities are not available.

In addition to medical care, the Naval Home also provides residents with a private room, board, barbershop and beauty shop, movie theater, exercise room, swimming pool, library, hobby shop, and other recreational facilities.

Additional information and applications for admission may be obtained by writing the Director, United States Naval Home, 1800 Beach Drive, GulfPort, Mississippi 39507-1597.

CONFERENCES

Conferences are scheduled in many locations and cover a variety of subjects. They provide a forum for the exchange of ideas and information that could not readily be done through other means. Conferences require careful planning to make sure all subjects that need to be addressed are addressed. Conferences are not appropriate if the subject matter can be sent by directive, information bulletin, or telephone at a fraction of the cost of a conference without significant loss in effectiveness.

The term *conferences* includes all conferences, meetings, seminars, workshops, and other similar gatherings scheduled on a regular, periodic, or one-time basis.

OBJECTIVES

The objectives of controlling conference scheduling is the conservation of TAD funds and compliance with applicable security and legal requirements. Commands or personnel arranging conferences must weigh all

factors on a proposed conference and should ask the following questions:

- How does the proposed conference relate to accomplishment of the assigned mission?
- What is the goal of the conference? Is the goal clear and attainable?
- Why is a conference the only means of accomplishing the desired objective? Have all less costly alternatives been thoroughly explored?
- Will the results justify the direct cost in man-hours and TAD funds?
- Does the decision regarding site selection, attendees, and meeting dates consider the resulting costs in man-hours and TAD funds?
- What activities are expected to send representatives? What is the number of attendees?
- What is the estimated total cost associated with the proposed conference?
- Have efforts been made to reduce TAD costs using MWR facilities; for example, for conference space and logistical support, and bachelor officer quarters and bachelor enlisted quarters?
- For regularly recurring conferences, has the original requirement for the conference been reconfirmed? Has consideration been given to extending the time between conferences to reduce cost?
- If classified material is to be discussed, has the command security manager been advised? How will access to the conference be controlled?
- Will the conference include any nonfederal participants or attendees? If so, what is their federal government relationship; for example, contractor, consultant, advisory committee member? Have all formal and informal arrangements between the Navy and such individuals received appropriate legal review?
- Has the agenda and schedule been prepared?
- Has a notice or memorandum, as appropriate, been prepared to notify all concerned personnel?
- What uniform is required for the conference?
- Are escorts required?
- Have arrangements been made for refreshments and so on?

- Is journalistic coverage appropriate?

As you can see, the previous factors and more depending on the situation must be carefully considered in order to conduct a successful conference.

OPNAVINST 5050.24D provides further guidance on conferences. The following information will help you in presenting data when the need arises for you to stand in front of a group of people such as in conferences.

PRESENTATIONS

During your duties as a first class or chief petty officer, you will make group presentations. They may be for a division's GMT, a predeployment presentation, indoctrination of new personnel, and even a civilian- or military-sponsored conference. Whatever the purpose, the presentation can be either enhanced or degraded by the quality of your presentation. With this in mind, you should never go into a presentation unprepared. Plan what you are going to discuss and make sure you are knowledgeable in the subject matter.

CLASSES OF PRESENTATIONS

Every time you face a group of people, you must have a purpose in mind. This purpose is directly related to the response you want from the audience when you are through speaking. Presentations can be classified into several different types according to their general purposes and the desired audience reactions.

Presentation to Stimulate

When giving a presentation to stimulate, you want your audience to be inspired, to be aroused enthusiastically, or to feel awe, respect, or devotion.

Presentation to Convince

When the general purpose of a talk is to convince, you attempt to influence the beliefs or intellectual attitudes of your audience with evidence and proof. You use this type of presentation to urge belief in the command's policies and to attempt to persuade people of the validity of your ideas.

Presentation to Inform

The object of a talk designed to inform is to have your audience know or understand something to increase or broaden their knowledge of your subject.

This is applicable, for example, during GMTs and predeployment briefings.

Presentation to Introduce

Occasions such as command briefings may arise that call for you to introduce a speaker. You may need to write a speech of introduction. If so, obtain a biography on the individual in advance and use it when preparing your introduction. The object of an introduction is to create a desire of the audience to hear the speaker; everything else is subordinate to this aim. You do not have to use everything in the biography. The topic of the speech and the type of audience determines the portions of the biography that you use for your introduction.

There are no hard and fast rules for introducing speakers, but you must use the proper title for the person you are introducing. Following are a few general rules you should use:

- When you introduce officers by rank, give their position title, if appropriate; for example, Captain Charles Doe, Commanding Officer, Naval Air Station, Jacksonville.
- Officers may be introduced as Mr., Mrs., or Miss up to and including the rank of lieutenant commander. They are introduced by rank from commander and above.
- Use the Honorable (name) and position title when introducing presidential appointees as well as federal and state elected officials; for example, the Honorable John Smith, Under Secretary of the Navy.
- Navy chaplains are always introduced as chaplain.
- Navy dentists or doctors are introduced as doctor up to and including the rank of lieutenant commander. They are introduced by rank from commander and above.
- Use Petty Officer First Class (name) and position title when appropriate; for example, Petty Officer First Class John Doe, Career Counselor, USS *Jouett*.

PRESENTATION PREPARATION

What steps do you take to assure a successful talk and to make it worth the time of the audience and

yourself once you have scheduled a presentation or received a request to speak to a group?

Analyze

Analyze your audience, occasion, and location and determine the purpose that can best be served in the talk. Is it merely to inform? Is it to convince the audience? Is it to stimulate the audience?

Outline

Prepare a complete, detailed outline of the entire presentation using guidelines contained in figure 6-1, citing types of example material for each point to be made. Plan the type of audiovisual aids to be used and indicate on the outline where they are to appear during the presentation. Most large commands have access to a graphics or training aids section that can prepare almost any type of visual aid you may need as long as you can supply them with a rough idea of what you want. Most presentations that you expect to become involved with will be supported with an overhead transparency projector.

Any presentation is made up of three parts: the introduction, the main body, and the conclusion.

- In the introduction, you should identify yourself and make a positive statement that shows your interest in the group and the topic. You also should have an attention- or interest-getting statement. This statement can be an example, a presentation of data, a narrative, or an assertion. Unless you know each individual in the audience, jokes are not recommended as attention-getters because they may offend or alienate part of your audience. The introduction also should identify the purpose and objectives of the presentation.

- The main body should be assembled point by point in the order required. Each point should be supported by data or facts. If possible, you should limit any group presentation to not more than seven main points.

NOTE: The limitation of points does not necessarily apply to a classroom presentation. You should make every effort, however, to make any classroom presentation as simple as possible.

- The conclusion also should contain a brief review or summary of the points covered and an inspirational message for the audience to use. The conclusion should end by thanking the audience and complimenting them on their attitude and for their participation.

I. INTRODUCTION

A. Attention Step (method used in gaining initial attention)

B. Limited Objective (statement of exactly what you are going to talk about)

C. Motivation

1. Appeal (statement of how the audience will benefit)

2. Support (an example making the appeal sound realistic)

II. EXPLANATION

A. First Main Point (sentence of fact or idea to be covered)

1. Support (fact, example, analogy, etc., clarifying first point)

2. Support

3. Support

B. Second Main Point (sentence of fact or idea to be covered)

1. Support (fact, example, analogy, etc., clarifying second point)

2. Support

3. Support

III. SUMMARY

A. Recap the Main Points (restatement of what you have said)

B. Reemphasize Motivation (why the audience should remember what you said)

C. Forceful Conclusion (method used in ending the talk)

Figure 6-1.—Key word outline for a presentation.

DELIVERY TECHNIQUES

The most common dilemma faced by every speaker is that of nervousness. However, what most speakers fail to realize is this condition can be positive as well as negative.

If you feel anxious and keyed up, your nerves are doing just what they are supposed to do. The racehorse that is alert and spirited before a race is often the favorite; the one that is calm and somewhat sluggish is almost counted on to lose. The same also applies to speaking, especially when nerves can be an asset to a speaker. Only when extreme nervousness or lack of

concern or enthusiasm exists, should the speaker be concerned with the natural phenomenon of nervousness.

Nervousness is a natural and healthy aid to speaking before a group for the first time. By understanding the techniques necessary for building self-confidence, however, you will be well on your way to becoming a more effective speaker.

To develop a positive attitude, you must convince yourself that you can improve. No one is a born speaker or instructor. Speaking well is a skill that is developed as a result of training and practice. Once you have convinced yourself you can improve, you are ready to begin.

The fastest method to develop self-confidence is to prepare yourself thoroughly. Organize the points you wish to make in logical sequence in your outline. Once you feel secure in your knowledge, you will want to share it. You will find that it increases your interest and fun in all speaking situations. Wanting to say something so your audience gets the point is one of the secrets of delivery.

Because of the personality differences of individual speakers and audiences, there are no ironclad rules or principles that can be given on the delivery of your presentation. The interest and understanding shown by an audience influence speakers in both what they say and how they say it. Speakers must adjust to suit their personality. Some pointers follow.

Speaker to Audience Contact

Look at your audience. Good eye contact tells you what the reaction (feedback) of the audience is and it creates the impression that you are talking personally to each member of the audience. In addition, it shows confidence in your ability to speak. Deliver your talk as if it were the most important event in your life. Make everyone within the audience understand exactly what you are trying to say. Talk to your listeners as if you expected them to stand up and talk right back to you. Vitality will produce effective delivery. There is nothing quite so dull as watching speakers who are sluggish and on the borderline of sleep while delivering their presentation. It is much easier to deliver your points effectively if you are concerned in getting ideas across.

Establish a sense of communication with your audience. Think of the members of your audience, not yourself, as you talk to them. You should make every effort to express yourself with enthusiasm. Sincerity and interest in your audience help with the manner of delivery.

Platform Appearance

Movement of a speaker has the effect of attracting the attention of the audience. If the movement is natural and easy it is valuable. Do not distract your audience by too much movement, but do not remain glued to one spot. Refer to figure 6-2.

A gesture is the movement of any part of the body to convey some thought or emotion. Gestures should always be purposeful and must be natural and seem to grow out of what you are saying. Avoid artificial gestures and mannerisms that do not help or express an idea.

Whenever you speak, you and the Navy will be judged by your appearance. Immaculate grooming will give you added confidence in facing your audience and will add emphasis to what you say.

Voice Control

The quality of your voice has a direct bearing on the effect you will create. Make sure you are loud enough so that your audience can hear you. Nothing is so exasperating as trying to read a speaker's lips. Volume should be increased so the person in the last row can hear every word that you speak. An expressive voice varies the rate of speaking and should be conversational in tone. Also make sure you use language that everyone in the audience can understand.

Delivery Rate

Some thoughts should be spoken slowly, some with feeling, and some with excitement. Above all, the delivery rate should be natural for the idea expressed and should serve to emphasize important ideas. Also, the choice of words and the manner in which they are used to convey your ideas must not be overlooked. You will never have to contend with the criticism that you have a dull or faltering voice if you avoid sounding wooden and mechanical in delivery.

CEREMONIES

Ceremonies are always special occasions that serve to recognize individuals at a reenlistment, a transfer to the Fleet Reserve or Retired List or at an awards ceremony. The Navy will always have these ceremonies because they are part of naval tradition. Ceremonies that are common are mentioned in the following paragraphs.

REENLISTMENT CEREMONY

Reenlistment is a major event in the career of an enlisted member that must be accorded an appropriate ceremony. The CO or, if that officer is absent, the executive officer (XO) may preside. An enlisted member may ask another officer to preside if he or she wishes. The following procedures are appropriate:

- Consideration of the member's desires on the time and location of the ceremony and what family members, special guests, and shipmates are to be invited, and particular officer to administer the oath.
- Photographic coverage of the ceremony with copies of the prints presented to the member. Forward

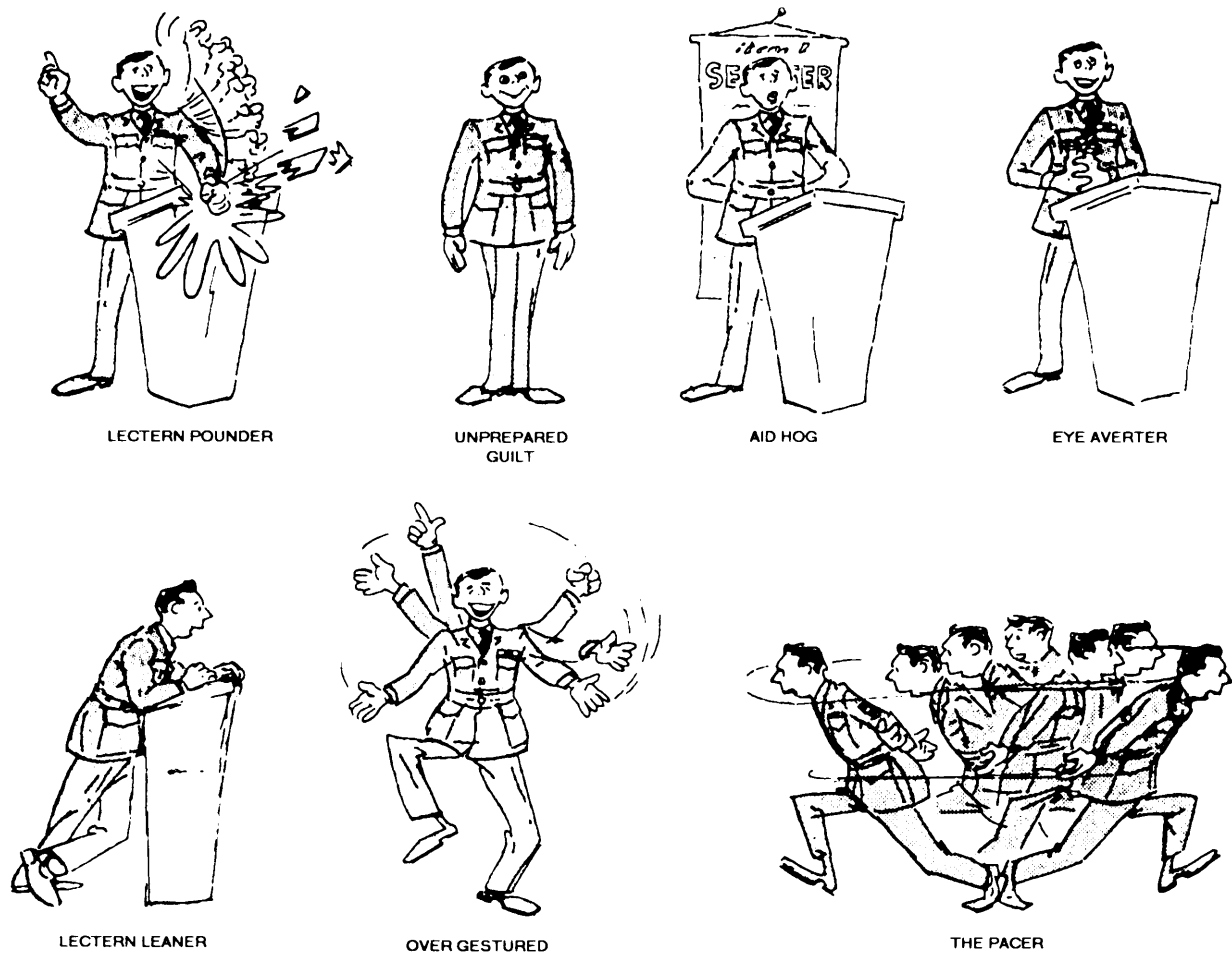


Figure 6-2.—Natural and easy movements by a speaker are valuable in attracting the attention of an audience. Unnatural or exaggerated platform behavior creates a major distraction.

press releases to ship or station, hometown, and local newspapers.

- Organize a brief social gathering following the ceremony for the member and guests.
- Provide transportation within the naval installation to and from the ceremony for the member's guests, if appropriate.
- Grant special liberty or reenlistment leave as soon as possible following the reenlistment.
- Personalize the occasion with other recognition, as appropriate.
- If a reenlistment bonus is due, the check should be presented at the reenlistment ceremony.

Refer to the MILPERSMAN, Article 1040290, for more information on reenlistment ceremonies.

PRESEPARATION CEREMONY FOR TRANSFER TO RETIREMENT OR FLEET RESERVE

If the member so desires, the retirement or transfer to the Fleet Reserve should be preceded by a ceremony designed to express the Navy's appreciation for the many years of faithful and honorable service the member has devoted to the country. The ceremony should include a suitable group of personnel. At that time, the CO may cite awards, commendations, and other career highlights and make remarks in bidding farewell that are appropriate for the circumstances. Photographic coverage of the ceremony with copies of prints presented to the member maybe provided, if the member so desires. Participation in a formal ceremony is not a mandatory requirement for the member.

Each member's preference must be checked before the scheduled date of retirement or transfer to the Fleet Reserve. The ceremony may be waived on request of a

member or in other instances when, at the discretion of the CO, such action is warranted.

For personnel who are transferred to another activity for further transfer to the Fleet Reserve or the Retired List, the presentation ceremony must be conducted by the last permanent duty station and not the activity to which member is transferred.

When a member is released from active duty at a ceremony marking transfer to the Retired List or the Fleet Reserve, the CO should present:

- a DD Form 363, Certificate of Retirement, transmitted to the command by CHNAVPERS, or
- a NAVPERS 1830/3, Certificate - Fleet Reserve (stocked in the Navy supply system, prepared at the command, and signed by the CO), and, if appropriate,
- a NAVPERS 1650/59, Spouse Certificate of Appreciation (designed for presentation to wives, stocked in the Navy supply system, prepared at the command, and signed by the CO); or
- a NAVPERS 1650/62, Certificate of Appreciation from the United States Navy (designed for presentation to husbands, stocked by the CHNAVPERS [PERS 27], prepared at the command, and signed by the CO). In those cases when the DD Form 363 or NAVPERS 1650/62 are not received in sufficient time, or personal presentation is not possible, the certificates must be mailed to recipients with a forwarding letter from the CO.

- In addition to the previous forms, a DD Form 2542, Certificate of Appreciation for Service in the Armed Forces of the United States, must be presented to each member retiring or transferring to the Fleet Reserve from the Navy after serving 20 or more years and attaining eligibility to receive retired pay. (Members of the Reserve components will be presented this certificate on their transfer to the Retired Reserve.) Also, letters of appreciation, signed by the President, will be presented to selected personnel specified in this section and the MILPERSMAN, Article 3810200.

A DD Form 2542 bearing the signature of the president, as Commander in Chief, has been established for extending the Nation's appreciation to those who are retiring or transferring to the Fleet Reserve after honorable service in the Navy. A DD Form 2542 must be completed by the command with name, rank, and military service and must be presented at the time of the service member's retirement. (DD Form 2542 must not appear on the actual certificate.)

The certificate is an expression of gratitude to the individual for military service and is not intended to have any legal effect on entitlements or benefits. Accordingly, a copy of the certificate or a notation that the service member has received the certificate will not be made a part of the service member's permanent military record.

In addition to certificates, the following personnel will receive standard letters of appreciation prepared by the White House Military Office and signed by the President: naval personnel retiring with at least 30 years of military service; the Chairman and the Vice Chairman of the Joint Chiefs of Staff (JCS) and Chiefs of Staff of the Military Services on retirement; the Master Chief Petty Officer of the Navy on retirement; recipients of the Medal of Honor on retirement or transferring to the Fleet Reserve; and former prisoners of war (POWs) on retirement or transferring to the Fleet Reserve who qualify for or have been awarded the POW Medal.

PERS 27 mails both the certificate of appreciation and letter of appreciation. The letter of appreciation is obtained by having the service member complete a 4 x 5 post card that is included in the retirement package prepared and mailed by PERS 27. Letters of appreciation are mailed directly to the service member's home address.

For ceremonies marking the transfer of personnel in the inactive Naval Reserve to the Retired Reserve or the Naval Reserve Retired List, the CO requests from the Naval Reserve Personnel Center (NRPC) (Code 25), an advance DD Form 363 or NRPC 1820/58, Retired Reserve Without Pay Certificate.

AWARD CEREMONIES

Award ceremonies are as important as reenlistment and retirement ceremonies. As a first class or chief petty officer, your duties in the preparation for award ceremonies will depend on where you are stationed. For example, some of your responsibilities may include making sure all awards are properly prepared and medals, if any, are purchased for presentation. You also must make sure all awardees are present at the awards ceremonies in proper uniform without revealing to them the type of award being presented. Other duties include arranging all the awards that will be presented in order as specified by the public affairs officer (PAO) and even forming the troops. Refer to the *Drill and Ceremonies*

Manual and Interior Guard Manual, SEC NAVINST 5060.22.

SUMMARY

This chapter discussed some of the morale and social service agencies that are available to members

and their dependents. The Naval Home was also discussed in detail. After reading this chapter you should be able to provide individuals with guidance and advice on these important agencies. Also included in this chapter was information on how to conduct conferences and ceremonies.

APPENDIX I

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